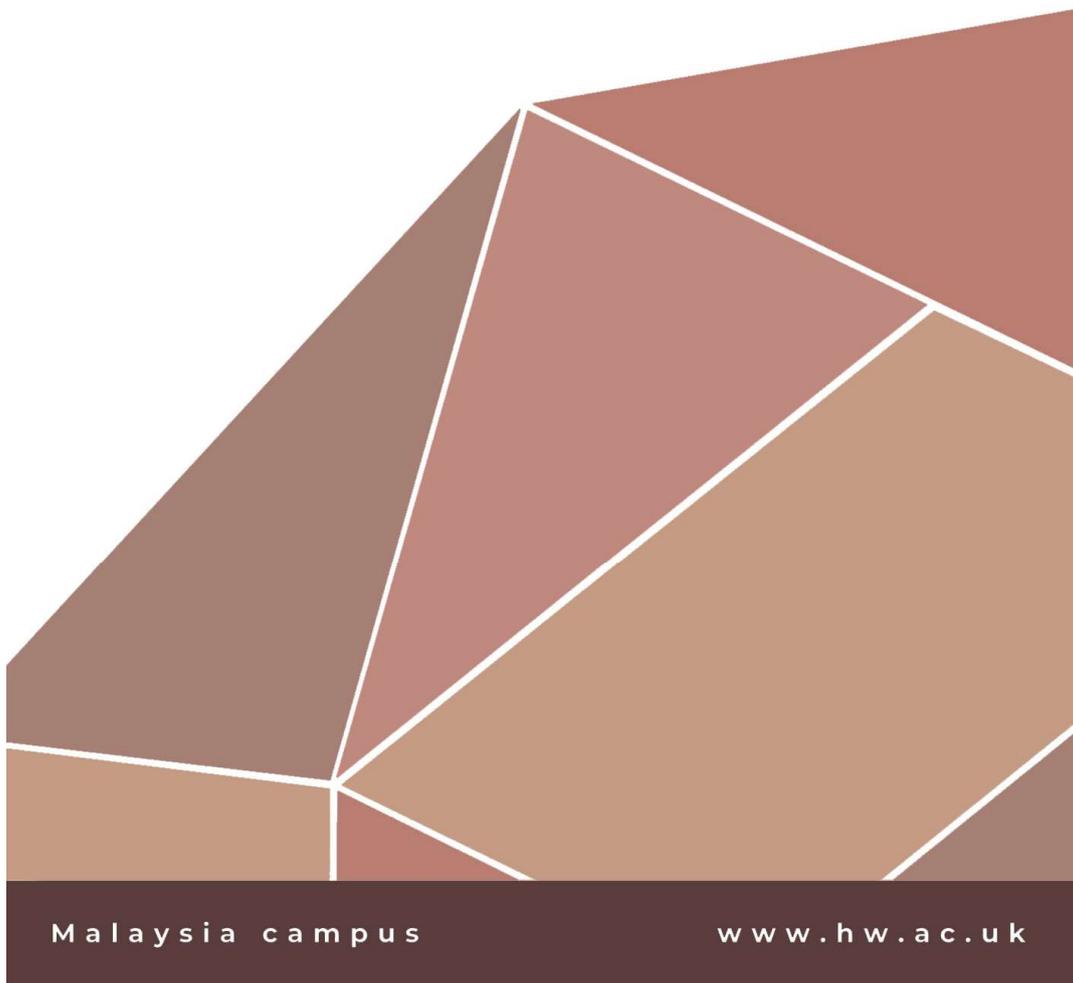




FEES & PAYMENT GUIDE

ESSENTIAL INFORMATION
FOR NEW STUDENTS



Malaysia campus

www.hw.ac.uk



TABLE OF CONTENTS

1. How to read your invoice
2. Student Finances
3. Online payment guide
4. FAQ

How to read your tuition fee invoice

Screenshot 1

HERIOT WATT UNIVERSITY

Sample Invoice

Invoice

Name

Address

Account No: Student ID

Invoice Date: 04-Sep-2020

Currency: MYR

Invoice No. [REDACTED]

Heriot-Watt University Malaysia Sdn Bhd
No 1, Jalan Venna P5/2,
Precinct 5,
PUTRAJAYA 62200
MALAYSIA

Tel: +603-8894 3888
Fax: +603-8894 3999
Email: MYStudentCentre@hw.ac.uk

Reference

Payment Terms	Due Date
HWM_UG2_2021	07-Sep-2020

TOTAL INVOICE VALUE

Goods or Services Provided	Quantity	Unit Price	GST Rate(%)	Amount
Tuition Fees: H00xxxxxx <Name> <Programme> 202021	1	45,000.00	0	45,000.00

1. Screenshot 1 showed you the sample invoice for a Tuition Fee.
2. The amount shown at the centre of the invoice represent the total tuition fee you need to pay for the year.
3. The invoice will always in full amount regardless of the scholarship you entitled for.

Notes

- You will receive a separate Credit Memo for your scholarship
- The invoice comprise of 2 pages for UG & PG and 3 pages for MFP.

Screenshot 2

Payments can be made:
Online through the Student Portal,
or at <https://my.hw.ac.uk/payments/faces/Start.jsp>
or by contacting our Student Service Centre (see above).

Heriot-Watt University Malaysia Sdn Bhd (967165-K)
Edinburgh Campus . Scottish Borders Campus . Orkney Campus .
Dubai Campus . Malaysia Campus
Heriot-Watt University is a Charity registered in Scotland. SC000278

CURRENT PAYMENT DUE	
Total Net	22,500.00
GST	0.00
Total Gross	22,500.00
Terms	HWM_UG2_2021
Due Date	11-Jan-2021
Instalment Number	2

5

Page 1 of 1

Screenshot 2 refer to the bottom right part of your invoice (1st page) which show you the due date and payable amount.

3. This is fees due for payment
4. This is the due date of the payment. (Eg. 11-Jan-2021)
5. Refer to instalment number 1.

Screenshot 3

Payments can be made:
Online through the Student Portal,
or at <https://my.hw.ac.uk/payments/faces/Start.jsp>
or by contacting our Student Service Centre (see above).

Heriot-Watt University Malaysia Sdn Bhd (967165-K)
Edinburgh Campus . Scottish Borders Campus . Orkney Campus .
Dubai Campus . Malaysia Campus
Heriot-Watt University is a Charity registered in Scotland. SC000278

CURRENT PAYMENT DUE	
Total Net	22,500.00
GST	0.00
Total Gross	22,500.00
Terms	HWM_UG2_2021
Due Date	26-Apr-2021
Instalment Number	2

5

Page 1 of 1

Screenshot 3 refer to the bottom right part of your invoice (2nd page) which show you the next due date and payable amount.

6. This is fees due for payment
7. This is the due date of the payment. (Eg. 26-Apr-2021)
8. Refer to instalment number 2.

Screenshot 4



**HERIOT
WATT
UNIVERSITY**

Sample Credit Memo

Invoice

Name:

Address:

Account No: Student ID:

Invoice Date: 04-Sep-2020

Currency: MYR

Invoice No.

Heriot-Watt University Malaysia Sdn Bhd
No 1, Jalan Venna P5/2,
Precinct 5,
PUTRAJAYA 62200
MALAYSIA

Tel: +603-8894 3888
Fax: +603-8894 3999
Email: MYStudentCentre@hw.ac.uk

Reference

Payment Terms	Due Date
HWM_UG2_2021	07-Sep-2020

TOTAL INVOICE VALUE		6
Goods or Services Provided	Quantity	Unit Price
Reduction in Tuition Fees: H00xxxxx <Name> <Programme> 202021	1	-12,000.00
		GST Rate(%)
		0
		Amount
		-12,000.00

Screenshot 4 refer to the sample Credit Memo and scholarship amount that you entitled.

9. It will not state the name of scholarship you received in the Credit Memo.
10. This is an one-off credit for your Year 1 tuition fee but is divided equally according to your semesters.

- The table below shows the summary of invoice and credit memo presented in this guide.
- You can have your own summary by creating the table with your own invoice / scholarship amount.

Type	Due Date	Invoice - Tuition Fee	Credit Memo - Scholarship	Fees Payable
Semester 1 Fee	11-Jan-21	22,500	-6,000	16,500
Semester 2 Fee	26-Apr-21	22,500	-6,000	16,500
Total Fees		45,000	-12,000	33,000

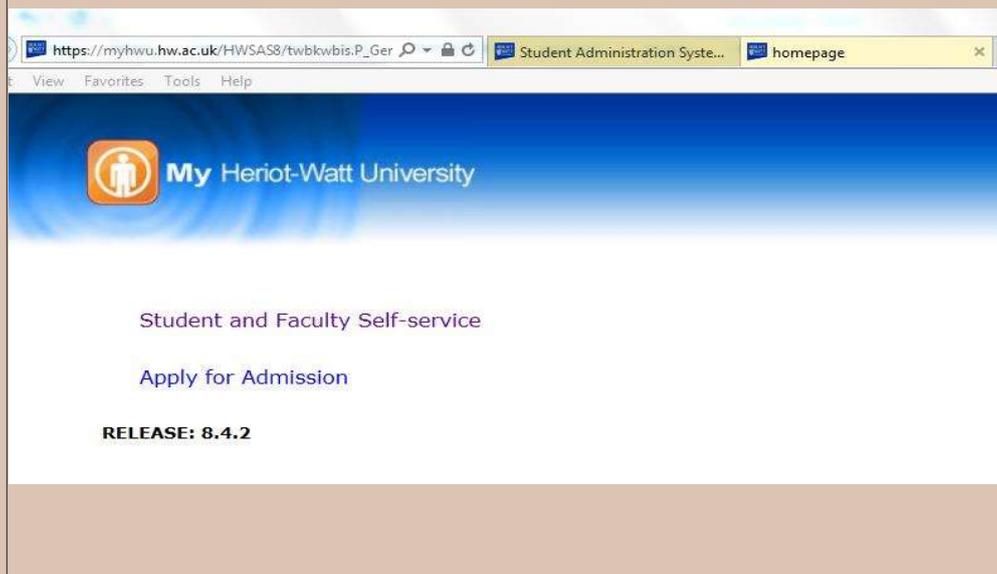
User Guide – Self-Service Finance Views or Students

Step 1:

Go to **Student Self Service (SSS)**
https://myhwu.hw.ac.uk/HWSAS8/twbkwbis.P_WWW
Login

Step 2:

Click on the “**Student and Faculty Self-service**”.



Step 3:

Key in your **user ID** and your **password**.

https://myhwu.hw.ac.uk/HWSAS8/twblkwbis_P_WW Student Administration System... User Login

My Heriot-Watt University

Self-Service Secure Login

NEW USERS		EXISTING USERS	
Students	User ID: HWU Person ID (found on any recent correspondence from the University) PIN: Your Date of Birth Use the format ddmmyy: e.g. 010395 for 1st March 1995	Students	User ID: Your HW Username, or Person ID (found on your student card) PIN: Already set by you
Staff	User ID: Your HW Username PIN: This has been emailed to you	Staff	User ID: Your HW Username PIN: Already set by you

Forgotten your PIN?
Click the link below to reset your PIN.

User ID:
PIN:

[Click Here to reset your PIN](#)

Step 4:

At **Main Menu** page, click on the “**Student Services**”

My Heriot-Watt University

Student Online Enrolment Faculty Self-Service

Search Go ACCESSIBILITY SITE MAP HELP EXIT

Main Menu

Welcome, Yee H. Tan, to the WWW Information System! Last web access on 27-Jan-2016 at 11:14 AM

Student Services
Access the online Student Services, including the Online Results Service and update personal contact details.

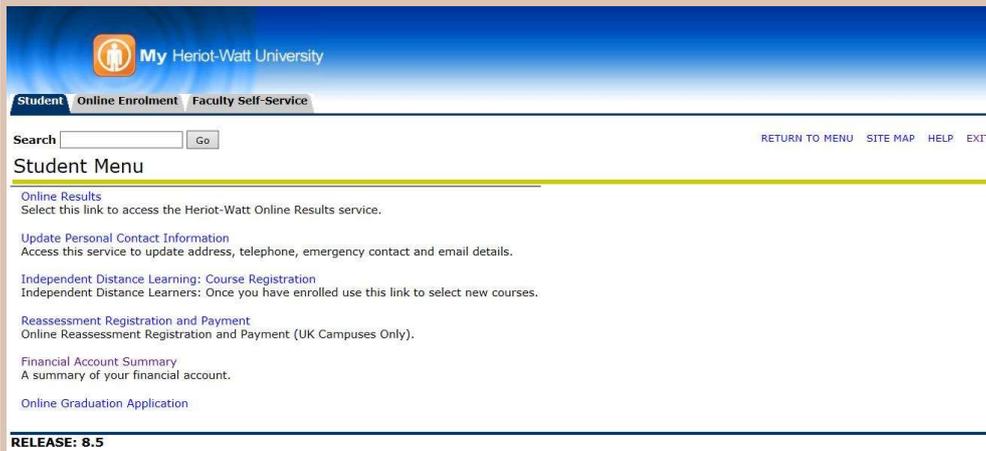
Online Enrolment
Please select this link to proceed with your Online Enrolment.

Faculty Self-Service
Faculty Self-Service can provide information to staff such as class lists, programme lists and information on individual students.

RELEASE: 8.4.2

Step 5:

At the **Student Menu** page, click on the **“Financial Account Summary”**



The screenshot shows the 'My Heriot-Watt University' website. At the top, there is a navigation bar with 'Student', 'Online Enrolment', and 'Faculty Self-Service' tabs. Below this is a search bar with a 'Go' button and links for 'RETURN TO MENU', 'SITE MAP', 'HELP', and 'EXIT'. The main content area is titled 'Student Menu' and lists several options: 'Online Results', 'Update Personal Contact Information', 'Independent Distance Learning: Course Registration', 'Reassessment Registration and Payment', 'Financial Account Summary', and 'Online Graduation Application'. The 'Financial Account Summary' option is highlighted with a yellow background.

Step 6:

You are now in **Student Finance: Summary** page. In this page, it will highlight any outstanding or overdue charges, as well as any credits/adjustments or payment that are still to be processed.

You can see further detail by:

- i) clicking on the amount, or
- ii) clicking on account history, or
- iii) clicking on the link at the bottom of the page

Below is a summary of your Heriot-Watt Account, highlighting any outstanding or overdue charges, as well as any credits/adjustments or payments that are still to be processed. Where you have account activity in multiple currencies, these will be displayed separately.

You can see further detail by:

- Clicking on the amounts below
- Clicking on account history

Should you wish to discuss your account, please see the contact details at the bottom of the page.

Student ID

Student Name

Summary for Transaction in GBP - United Kingdom Pounds

Account Balance	0.00
Outstanding Charges	0.00
Overdue Charges	0.00
Payments (to be processed)	0.00
Credits/Adjustments (to be processed)	0.00
Account Balance	0.00

Summary for Transaction in MYR - Malaysia Ringgits

Account Balance	5,995.16
Outstanding Charges	49,795.16
Overdue Charges	49,795.16
Payments (to be processed)	-43,800.00
Credits/Adjustments (to be processed)	0.00
Account Balance	5,995.16

Full Account History

For a full history of your charges, payments and credits/adjustments, please select the link below.

- [Account History \(GBP - United Kingdom Pounds\)](#)
- [Account History \(MYR - Malaysia Ringgits\)](#)

Contact Details

If you wish to discuss any aspect of your account, please contact the University using the details below:

Student Service Centre - Edinburgh Campus

studentcentre@hw.ac.uk
+44 (0)131 451 3000

Student Service Centre - Malaysia Campus

MyStudentCentre@hw.ac.uk
+603 3594 3610

[Summary](#) [Outstanding Charges](#) [Overdue Charges](#) [Payments \(to be processed\)](#) [Credits/Adjustments \(to be processed\)](#) [Account History](#)

Step 7:

If you have an outstanding balance, click on the **'Outstanding charges'** and this will lead you to this page. Change the **Currency** to **"MYR - Malaysia Ringgit"**.

Search

Student Finance: **Outstanding Charges**

27-Jan-2016 11:52 AM

This page displays a summary of outstanding charges that have a remaining amount, including those that are now overdue.

If you have charges in other currencies, select the currency you wish to view.

To see the details of a specific charge, click on the transaction number and the details will be displayed further down the page, in the Transaction Details section.

Student ID

Name

Currency

Summary of Outstanding Charges

Transaction Number	Transaction Type	Status	Transaction Date	Due Date	Original Amount	Remaining Amount
10150701	Invoice	Overdue	09-JAN-2015	11-JAN-2015	43,800.00	43,800.00
4000831	Invoice	Overdue	29-SEP-2015	29-SEP-2015	5,995.16	5,995.16
Total					49,795.16	

Transaction Details

Transaction Number	Line Description	Original Amount	Remaining Amount
Select a transaction number to see the detail			

[Summary](#)
[Outstanding Charges](#)
[Overdue Charges](#)
[Payments \(to be processed\)](#)
[Credits/Adjustments \(to be processed\)](#)
[Account History](#)

To see the transaction in detail, click on the invoice number, and the line description will appear and you can see the description for the invoice. **Please note that outstanding does not necessary means it is due. Please always take note on the due date.**

Search

Student Finance: **Outstanding Charges**

27-Jan-2016 11:57 AM

This page displays a summary of outstanding charges that have a remaining amount, including those that are now overdue.

If you have charges in other currencies, select the currency you wish to view.

To see the details of a specific charge, click on the transaction number and the details will be displayed further down the page, in the Transaction Details section.

Student ID

Name

Currency

Summary of Outstanding Charges

Transaction Number	Transaction Type	Status	Transaction Date	Due Date	Original Amount	Remaining Amount
10150701	Invoice	Overdue	09-JAN-2015	11-JAN-2015	43,800.00	43,800.00
4000831	Invoice	Overdue	29-SEP-2015	29-SEP-2015	5,995.16	5,995.16
Total					49,795.16	

Transaction Details

Transaction Number	Line Description	Original Amount	Remaining Amount
10150701	1 - Tuition Fees: MSc Petroleum Engineering 201415	73,000.00	43,800.00

[Summary](#)
[Outstanding Charges](#)
[Overdue Charges](#)
[Payments \(to be processed\)](#)
[Credits/Adjustments \(to be processed\)](#)
[Account History](#)

Step 8:

If you want to view the **Overdue Invoices**, click on '**Overdue charges**' and it will lead you to this page.

Student Online Enrolment Faculty Self-Service

Search Go SITE MAP HELP EXT

Student Finance: **Overdue Charges** 27-Jan-2016 12:14 PM

This page displays a summary of charges that are now overdue.
If you have charges in other currencies, select the currency you wish to view below.
To see the details of a specific charge, click on the transaction number and the details will be displayed further down the page, in the Transaction Details section.

Student ID
Name
Currency

Summary of Overdue Charges

Transaction Number	Transaction Type	Status	Transaction Date	Due Date	Original Amount	Remaining Amount
I0150701	Invoice	Overdue	09-JAN-2015	11-JAN-2015	43,800.00	43,800.00
4000831	Invoice	Overdue	29-SEP-2015	29-SEP-2015	5,995.16	5,995.16
Total						49,795.16

Transaction Details

Transaction Number	Line Description	Original Amount	Remaining Amount
Select a transaction number to see the detail			

Summary Outstanding Charges Overdue Charges Payments (to be processed) Credits/Adjustments (to be processed) Account History

Step 9:

If you want to view the **Account History**, click on '**Account History**' and it will lead you to this page. Fill in the **transaction dates** that you wish to see the account history and click '**Update**' button and the page will show all of the transactions and payment history within the period selected.

Student Online Enrolment Faculty Self-Service

Search Go SITE MAP HELP EXIT

Student Finance: [Full Account History](#) 27-Jan-2016 01:55 PM

This page displays a full account history, filtered by the date range below.

To view a different date range please amend the dates below and click "UPDATE". If you have transaction in other currencies, just select the currency you wish to view.

To see the details of a specific charge, credit or adjustment, click on the transaction number and the details will be displayed further down the page.

Student ID
Name

Transactions From (DD-MON-YYYY)
 Transactions To (DD-MON-YYYY)
 Currency

Summary of Charges, Credits and Adjustments

Transaction Number	Transaction Type	Status	Transaction Date	Due Date	Original Amount	Remaining Amount
10149016	Invoice	Closed	09-JAN-2015	09-JAN-2015	500.00	0.00
10150701	Invoice	Closed	09-JAN-2015	12-SEP-2014	29,200.00	0.00
10150701	Invoice	Open	09-JAN-2015	11-JAN-2015	43,800.00	43,800.00
4000831	Invoice	Open	29-SEP-2015	29-SEP-2015	5,995.16	5,995.16

Transaction Details

Transaction Number	Line Description	Original Amount	Remaining Amount
10149016	1 - Registration Fee	500.00	0.00

Summary of Payments

Receipt Number	Transaction Type	Status	Transaction Date	Payment Amount	Applied/Spent Amount	Unapplied/Unspent Amount	Charge Applied To
MM10091401	Payment	Applied	10-SEP-2014	-500.00	-500.00	0.00	10149016
MM13091403	Payment	Applied	13-SEP-2014	-29,200.00	-29,200.00	0.00	10150701
ZZ29011501	Payment	Unapplied	29-JAN-2015	-43,800.00	0.00	-43,800.00	

Summary Outstanding Charges Overdue Charges Payments (to be processed) Credits/Adjustments (to be processed) Account History

You can also view the receipts that were being applied to the respective Invoices.

Please always remember to forward the proof of payment to **MYStudentCentre@hw.ac.uk** for issuance of receipts.

Important note: Students receive all of the invoices for the whole academic year after enrolment at the beginning of the academic year. These invoices are sent to the students' HWUM email addresses. Please take note on the due date stipulated on each page of the invoices.

HERIOT-WATT UNIVERSITY ONLINE PAYMENTS USER GUIDE

- Enter HWUM Online Payments page by selecting "Online Payments" tile in myHWU Apps; or



- Click at the link
<https://my.hw.ac.uk/payments/faces/Start.jsp>

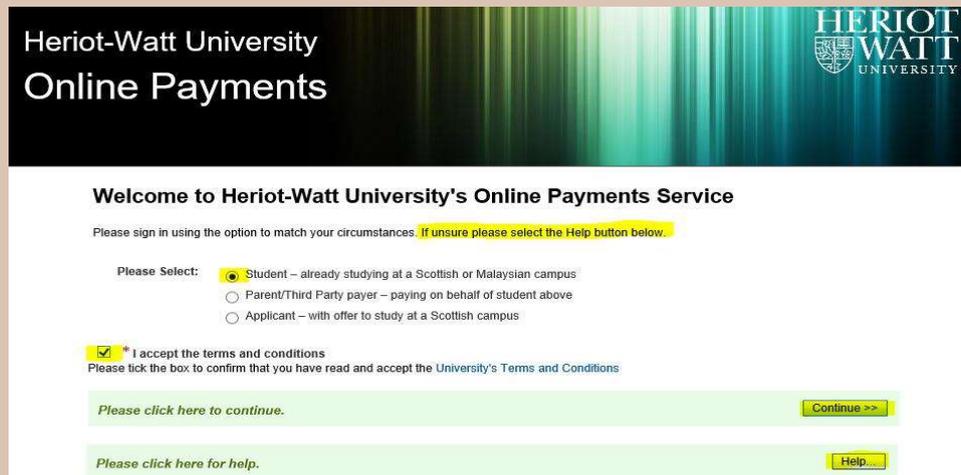
User Guide Page Index

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(A) Payer (Student)

Step 1 - Payer Selection Page

- Select the “**Student**” criteria and tick to accept the T&C.
- Click on the “**Continue >>**” button to proceed to login page.
- Please click on the “**Help...**” button for more information and assistance.



The screenshot shows the Heriot-Watt University Online Payments Service login page. At the top, there is a header with the university's name and logo. Below the header, the page title is "Welcome to Heriot-Watt University's Online Payments Service". A message asks the user to sign in using the option that matches their circumstances, with a note to click the Help button if unsure. There are three radio button options: "Student – already studying at a Scottish or Malaysian campus" (selected), "Parent/Third Party payer – paying on behalf of student above", and "Applicant – with offer to study at a Scottish campus". Below the options, there is a checkbox for "I accept the terms and conditions" which is checked. A note says "Please tick the box to confirm that you have read and accept the University's Terms and Conditions". At the bottom, there are two buttons: "Continue >>" and "Help...".

Step 2 – Student Login Page

- Login using your HW Student ID, Username, and Password.
- Please click on the “**Help...**” button for more information and assistance.
- Click on the “**Continue >>**” button to proceed to student detail page.

Heriot-Watt University
Online Payments



Student

* Indicates required field

Login

* HWU Person ID

* Username

* Password

Please click here to continue.

Please click here to return to the previous screen.

Please click here for help.

Step 3 – Student Detail Page

- Click on “**View and Pay Invoices >>**” to proceed to invoices page

Heriot-Watt University
Online Payments



Name	Person ID	Dept	Programme/Course
		Elect Electronic & Comp Eng	BEng Electrical & Electron Eng

Pay Invoices Now

Click this button to proceed to view and pay invoices

Step 4A – Outstanding invoices

- Overdue fees will be shown in the section “**Outstanding Invoices**”.
- Enter the amount you wish to pay and click on “**Pay MYR Invoices >>**”.

Step 4B - Advanced Payment

- To pay fees in advanced, please select and enter the amount under **“Tuition Fee”** and/or **“Accommodation Fee”** for Advanced Payment.
- Click on **“Pay MYR Invoices>>”** after that.

Heriot-Watt University
Online Payments

Invoices

Name	Person ID	Dept	Programme/Course
		Elect Electronic & Comp Eng	BEng Electrical & Electron Eng

Outstanding Invoices

One-Off Payment Pay by Instalment with Maybank Card ?

Payment Before Enrolment

Description	Invoice Date	Amount to Pay?	Select to Pay
Tuition Fee	14/08/2020	MYR 5000.00	<input checked="" type="radio"/>
Accommodation Fee	14/08/2020	MYR 0.00	<input type="radio"/>

Pay MYR Invoices >>

Step 4C- 6 Months Instalment with Maybank Credit Card

- This is a 6-months instalment option.
- The instalment is only applicable to credit card issued by Maybank in Malaysia.
- The minimum amount to sign up with this instalment option is MYR 15,000.
- Administration fee of MYR 200 will be charged for each successful instalment.
- Please click on the **“Help...”** or **“?”** button for more information and assistance.
- Enter the amount you wish to pay and click on **“Pay MYR Invoices >>”**.

Heriot-Watt University Online Payments



Invoices

Name	Person ID	Dept	Programme/Course
		Elect Electronic & Comp Eng	BEng Electrical & Electron Eng

Outstanding Invoices

One-Off Payment Pay by Instalment with Maybank Card

Payment Before Enrolment

Description	Invoice Date	Amount to Pay?	Select to Pay
Tuition Fee	14/08/2020	MYR 18000.00	<input checked="" type="radio"/>
Accommodation Fee	14/08/2020	MYR 2000.00	<input type="radio"/>

[Pay MYR Invoices >>](#)

[Click here to Unselect All.](#)

[Unselect All](#)

[Please click here to return to the previous screen.](#)

[<< Back](#)

[Please click here for help.](#)

[Help...](#)

Step 5 – Payment Amount Confirmation

- At this “**Confirm Payment Screen**”, please check and confirm the amount to be paid.
- Click on the “**Continue >>**” button to proceed to payment method selection.

To pay by One-Off Payment

Heriot-Watt University Online Payments



Confirm Payment

Name	Person ID	Dept	Programme/Course
		Elect Electronic & Comp Eng	BEng Electrical & Electron Eng.

You are about to pay the following invoices:

Invoices to be Paid

Description	Invoice Date	Due Date	Original Amount	Outstanding Amount	Amount To Pay
Tuition Fee	14/08/2020				MYR5,000.00

You have chosen to pay as a one-off payment

To proceed click Continue.

Continue >>

To pay by Instalment with Maybank Credit Card

Heriot-Watt University Online Payments



Confirm Payment

Name	Person ID	Dept	Programme/Course
		Elect Electronic & Comp Eng	BEng Electrical & Electron Eng

You are about to pay the following invoices:

Invoices to be Paid

Description	Invoice Date	Due Date	Original Amount	Outstanding Amount	Amount To Pay
Tuition Fee	14/08/2020				MYR18,000.00
Accommodation Fee	14/08/2020				MYR2,000.00
Administration Fee	14/08/2020				MYR200.00

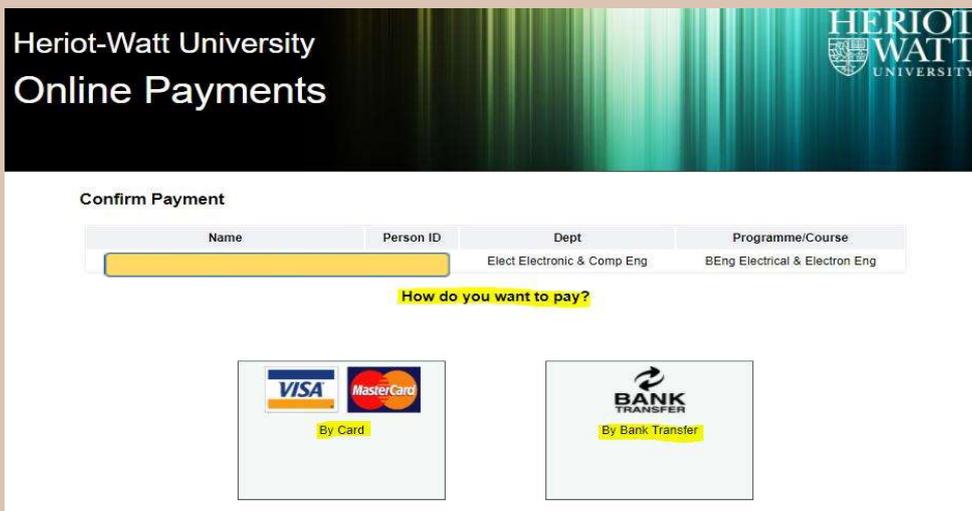
You have chosen to pay by Instalment with Maybank Card

To proceed click Continue.

Continue >>

Step 6 – Payment Method Selection

- You can select to pay **“By Card”** or **“By Bank Transfer”**.
- The 6 months instalment with Maybank credit card is defaulted to **“By Card”**.
- Clicking on either tile will direct you to a secured payment platform provided by our partner, Razer Merchant Services (Formerly known as MOLPAY).
- You will be required to fill in payment detail to complete the online payment.
- A payment notification will be sent to your desired e-mail address if the payment is successful.



Heriot-Watt University
Online Payments

HERIOT WATT UNIVERSITY

Confirm Payment

Name	Person ID	Dept	Programme/Course
		Elect Electronic & Comp Eng	BEng Electrical & Electron Eng

How do you want to pay?

 By Card

 By Bank Transfer

(B) Third party payer

- Third party payer can enter HWUM Online Payments page by clicking the link
<https://my.hw.ac.uk/payments/faces/Start.jsp>

Important - Student will need to give access to the parent/third party payer.

****Refer to Student Detail Page at Section A**

Step 1 - Create login access for parent/third party payer

- To add a parent or third party payer - enter the parent's/third party's email address and create a password that meets University guidelines.
- You must also select what type of transactions you want that payer to see which include tuition, accommodation or other fees. Once you have entered this, select the "**Add**" button.
- Please click on the "**Help...**" button for more information and assistance.

Manage Authorised Parent/Third Party Accounts

Use this section below to create and remove additional email login accounts which can view and pay your invoices. By doing this you are providing your consent for your financial records to be reviewed by that email owner.

Current Authorised Parent/Third Party Accounts

Email Address	Password	Tuition	Accommodation	Other

[Show/Hide Passwords](#)

Add new Parent/Third Party Account

* Email Address

* Password

Tuition

Accommodation

Other

Step 2- Confirmation on parent/third party login access

- The login access will appear under the Current Authorised Parent/Third Party Accounts
- The system will then send access details to the parent's/third party's e-mail address.
- Student can log in and change the access at any time for the parent/third party, as well as being able to reset the password by selecting the "**Remove**" button.

Manage Authorised Parent/Third Party Accounts

Use this section below to create and remove additional email login accounts which can view and pay your invoices. By doing this you are providing your consent for your financial records to be reviewed by that email owner.

Current Authorised Parent/Third Party Accounts

Email Address	Password	Tuition	Accommodation	Other	
test26@hw.ac.uk	*****	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>

Add new Parent/Third Party Account

* Email Address

* Password

Tuition

Accommodation

Other

Step 3- Payment Process for Parent/Third Party Payer

- Parent/third party will be able to log into the online payment system through the parent/third party option, using the HWU Person ID, authorised e-mail address, and password.
- After parent/third party being able to log in, refer to page 3 of Section A Payer (Student) and go through step 3-6 to make payment.

FAQ: Ask us session

1. How much is my tuition fee?

You may find the tuition fee amount on your offer letter; or After you received invoice for tuition fee and credit memo for scholarship (if any), you can find the fees breakdown and due dates in Financial Account Summary section in student portal.

2. When I can get my invoice for tuition fee?

The tuition fee invoice will be sent to you after you have completed your online enrolment. You will get the invoice 1 week before class start.

3. Why my tuition fee at enrolment page is not correct?

The tuition fee at enrolment page is not the final tuition fee. You may refer to your offer letter for the correct fee.

4. Why the fee status of my online enrolment is overseas?

Our enrolment system is based in UK campus. Hence, Malaysia is considered as an oversea student.

5. When is my tuition fee due?

The tuition fee will be due on the first day of class of each semester.

Example: First day of class of the semester is on 11/01/2021

Due date to pay the tuition of the semester is on 11/01/2021

6. Do I need to pay my tuition fee by semester or for the full year?

Your tuition fee will be charged by academic year, you can opt to pay your fee by semester.

Refer to student portal for the fees breakdown and due dates in Financial Account Summary section.

7. How do I make payment?

Mode of payment

(<https://www.hw.ac.uk/malaysia/study/fees/tuition.htm>)

- a) Online debit/credit card and direct bank transfer can be paid through the Heriot-Watt **Online Payment System** at **myHWU Apps** or <https://my.hw.ac.uk/payments/faces/Start.jsp>.
- b) Debit/credit card machine available at the Student Service Centre (SSC) counter.
- c) Bank transfer
- d) Maybank credit card Instalment.
- e) Draft / cheque / postal order – see bank details below.
**Cheque drop box is available at Student Service Centre counter.*
- f) Cash is only acceptable at the Student Service Centre counter. MYR only.
**Payment counter is only available from 9am to 4pm during business days.*

Bank details

(Applicable to International Students)

Payable to: HERIOT-WATT UNIVERSITY
MALAYSIA SDN BHD
Account no: 5140-1102-2817
Bank name: Malayan Banking Berhad (Maybank)
Bank address: 1st Floor, Menara Maybank, 100 Jalan
Tun Perak, 50050 Kuala Lumpur,
Malaysia
SWIFT code: MBBEMYKL
Your reference: Student's HW Personal ID and name

8. Is there any charges if I pay using credit card?

There will be no charges for payment using credit card.

9. Where do I send my proof of payment?

You can send the proof of payment to Student Service Centre (SSC) via email at MYStudentCentre@hw.ac.uk. Students are encouraged to use Heriot-Watt **Online Payment Systems**, no proof of payment is required when using this payment mode

10. How do I get an official receipt for my payment?

- **Payment made via Online Payment System:** Student will receive payment confirmation email from Razer. Upon request by sending the Razer's email to SSC, official receipt will be sent to student's HW email within 48 hours.
- **Card payment at SSC counter:** Official receipt will be issued immediately.
- **Bank transfer:** Student to send the payment confirmation to SSC via email. Official receipt will be sent to student's HW email within 48 hours.
- **Draft / cheque / postal order payment at SSC counter:** Official receipt will be issued immediately.
- **Cash payment at the SSC counter:** Official receipt will be issued immediately.

11. Can I pay my tuition fee by instalment?

You may pay your tuition fee by instalment. We have 6 Months Instalment payment option with Maybank Credit Card. The instalment is only applicable to credit card issued by Maybank in Malaysia.

Feature:

- Interest free (0% interest rate)
- 6 months Instalment period to the card holder
- Minimum charged of RM15,000 (for Tuition Fees and/or Accommodation Fees)
- The University shall charge RM200 administration fees for each Instalment plan signed

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Students can apply the instalment payment at University Online Payment System which is available at **myHWU Apps** or <https://my.hw.ac.uk/payments/faces/Start.jsp>.

12. What do I write on the cheque if I want to pay my fee by cheque/bank draft?

Cheque/bank draft payable to '**HERIOT-WATT UNIVERSITY MALAYSIA SDN BHD**'.

Please write your HW Personal ID, name, and contact number behind the cheque.

**Avoid spelling error, abbreviation/short forms, font alteration*

14. Is there any ATM machine available at the campus?

There is no ATM machine available at the campus.

Editors:

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